

**Internal Complaints Review Panel  
Application Form**

Name: \_\_\_\_\_

Children’s Names: (if additional children,  
include names on a separate sheet)

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Your Address:

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Your Telephone Number:

\_\_\_\_\_

Please send this form to:  
Assistant to the Executive Director  
CAS of Algoma  
191 Northern Avenue East  
Sault Ste. Marie, Ontario P6B 4H8

Please tell us about your concerns or the mistake you think has been made. Please include anything that you have already done to correct this situation, such as speaking with the worker or the supervisor.

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Signature:

\_\_\_\_\_

Date: \_\_\_\_\_



**Let's Work Together**

Children's Aid  
Society of  
Algoma



## You Have Rights

If you have a question or concern about the services you are receiving from the Children's Aid Society of Algoma, or you think a mistake has been made, there are three ways [you can be heard](#).

### LET'S WORK TOGETHER

The [first](#) thing that you can do is talk to the worker who is helping you. If this does not give you an answer to your questions or concerns, you may want to speak to the worker's supervisor.

If speaking to the worker or supervisor does not answer your questions, or if you do not want to first speak to these staff members about your concerns, your [second option](#) is to start a formal appeal by following these steps:

Write a letter to the Children's Aid Society of Algoma. Send your letter to:

Assistant to the Executive Director  
Children's Aid Society of Algoma  
191 Northern Avenue East  
Sault Ste. Marie, Ontario P6B 4H8

The Children's Aid Society knows that it can be difficult to put your concerns into a letter. It is helpful if you are able to do this because you can include many details about what has happened. The Children's Aid Society can provide you with some help to write the letter. If it is easier, you may want to begin this appeal by filling out the form on the back and sending it in to us.

Within 7 days of the Children's Aid Society receiving your letter or form, you will know if the Children's Aid Society's [Internal Complaint Review Panel](#) will be reviewing your concerns. If this happens, a meeting will be held within 14 days of your letter or form being received. You may want to bring a person with you to support you during this meeting. If you are a member of a First Nation, or are eligible for membership with a First Nation, a Band Representative can be invited to attend the meeting. Within 10 days of this meeting, a letter will be sent to you with the Review Panel's decision. If you are not satisfied with the actions of the [Internal Complaint Review Panel](#), or you are not able to wait for the Review Panel's results you may be able to take your complaint to the [Child and Family Services Review Board](#).

You also have a [third option](#). You may be able to start this process by applying directly to the [Child and Family Services Review Board \(CFSRB\)](#) without first appealing to the Children's Aid Society. Application forms can be found on the CFSRB website, at the Children's Aid Society of Algoma, or by contacting the **Ministry of Children, Community and Social Services**

**70 Foster Drive, SSM ON P6A 6V4**  
**Telephone: 541-2100**

If you would prefer not to use any of these options, there is one more option.

[Ombudsman Ontario](#) resolves and investigates complaints about services provided by Ontario **children's aid societies, foster homes, group homes, secure treatment facilities and youth justice facilities**.

You can contact Ombudsman Ontario at [www.ombudsman.on.ca](http://www.ombudsman.on.ca) or email [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)

